

2000
Consumer Satisfaction
for
**Northwest Missouri Psychiatric
Rehabilitation Center-St. Joseph**
Inpatient Services

Division of Comprehensive Psychiatric Services
Missouri Department of Mental Health
Inpatient Facilities



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Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.

August 2000

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Comprehensive Psychiatric Services-Inpatient Facilities

Agency: Northwest Missouri Psychiatric Rehabilitation Center

Demographics

		State	Agency	Total Consumers	Adult Long-Term Care	Child/Adolescent Acute Care
SEX	Male	72.8%	78.0%	75.0%	77.4%	50.0%
	Female	27.2%	22.0%	25.0%	22.6%	50.0%
RACE	White	64.7%	65.3%	58.0%	54.0%	100.0%
	Black	32.1%	29.4%	34.8%	38.1%	0%
	Hispanic	.8%	2.0%	1.4%	1.6%	0%
	Native American	.2%	0%	0%	0%	0%
	Pacific Islander ^a	0%	0%	0%	0%	0%
	Other	2.2%	3.3%	5.8%	6.3%	0%
MEAN AGE				39.71	42.29	12.67
	0-17	8.9%	23.3%	8.7%	0%	100.0%
	18-49	73.0%	57.3%	66.7%	73.0%	0%
	50+	18.0%	19.4%	24.6%	27.0%	0%

^a The state classifies Pacific Islander as Other.

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

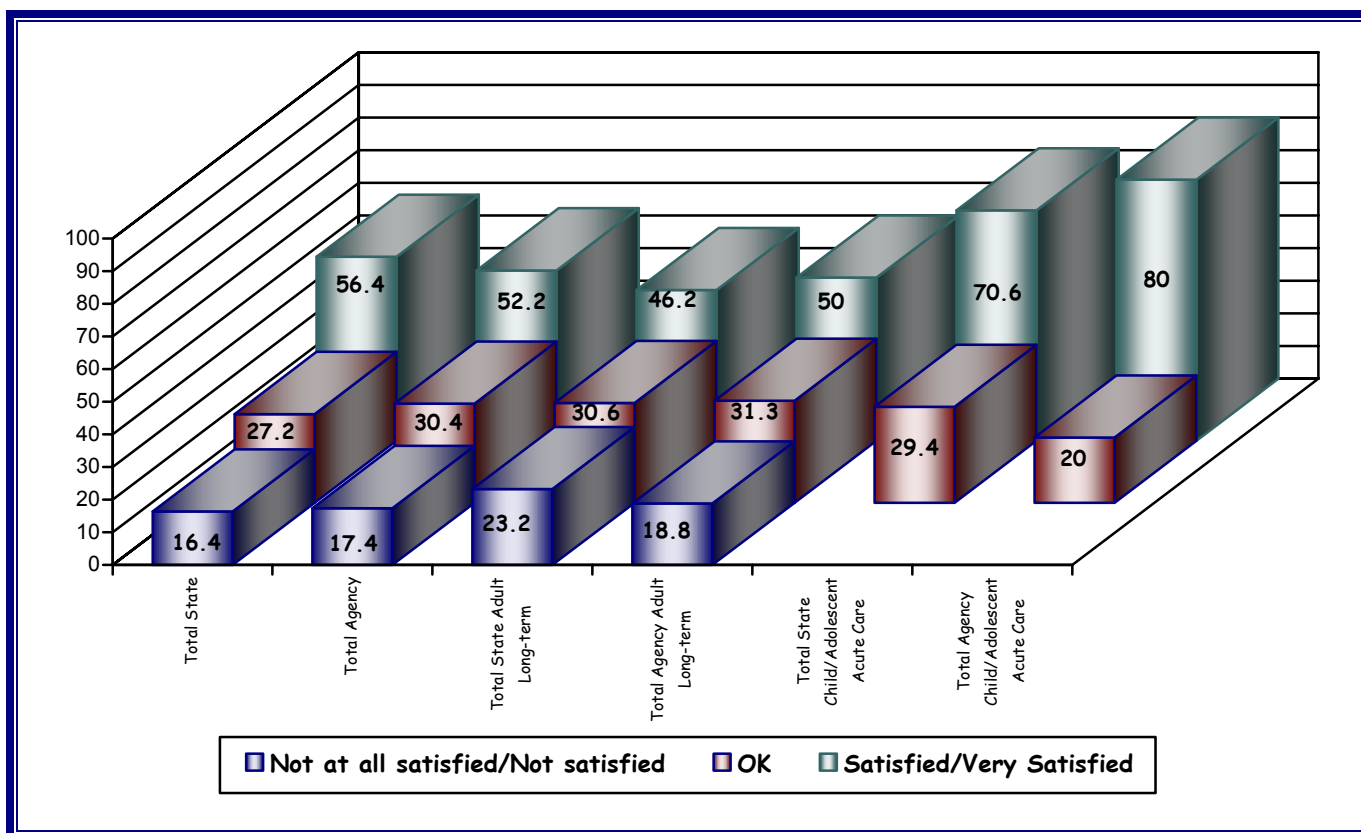
	Number Served April 2000	Number Forms Returned	Percent of Served Returned
Total State	1999	751	37.6%
Total Agency	150	73	48.7%
Adult Long-term Care	115	67	58.3%
Child/Adolescent Acute	35	6	17.1%
*Unduplicated Count			

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies consumers who are deaf or hard of hearing identified as having signing staff available for those who use sign language.

	Overall Agency Totals		Adult Long-term Total		Child/Adolescent Acute Care Total	
	State	Agency	State	Agency	State	Agency
Are you deaf or hard of hearing?	9.2%	6.0%	10.3%	6.6%	0%	0%
(a) If yes, do you use sign language?	19.6%	0%	19.4%	0%	0%	0%
(b) If yes, did this agency have signing staff?	33.3%	0%	38.1%	0%	0%	0%
Did this agency use interpreters?	25.9%	9.1%	37.2%	9.1%	33.3%	0%

Overall Satisfaction with Services

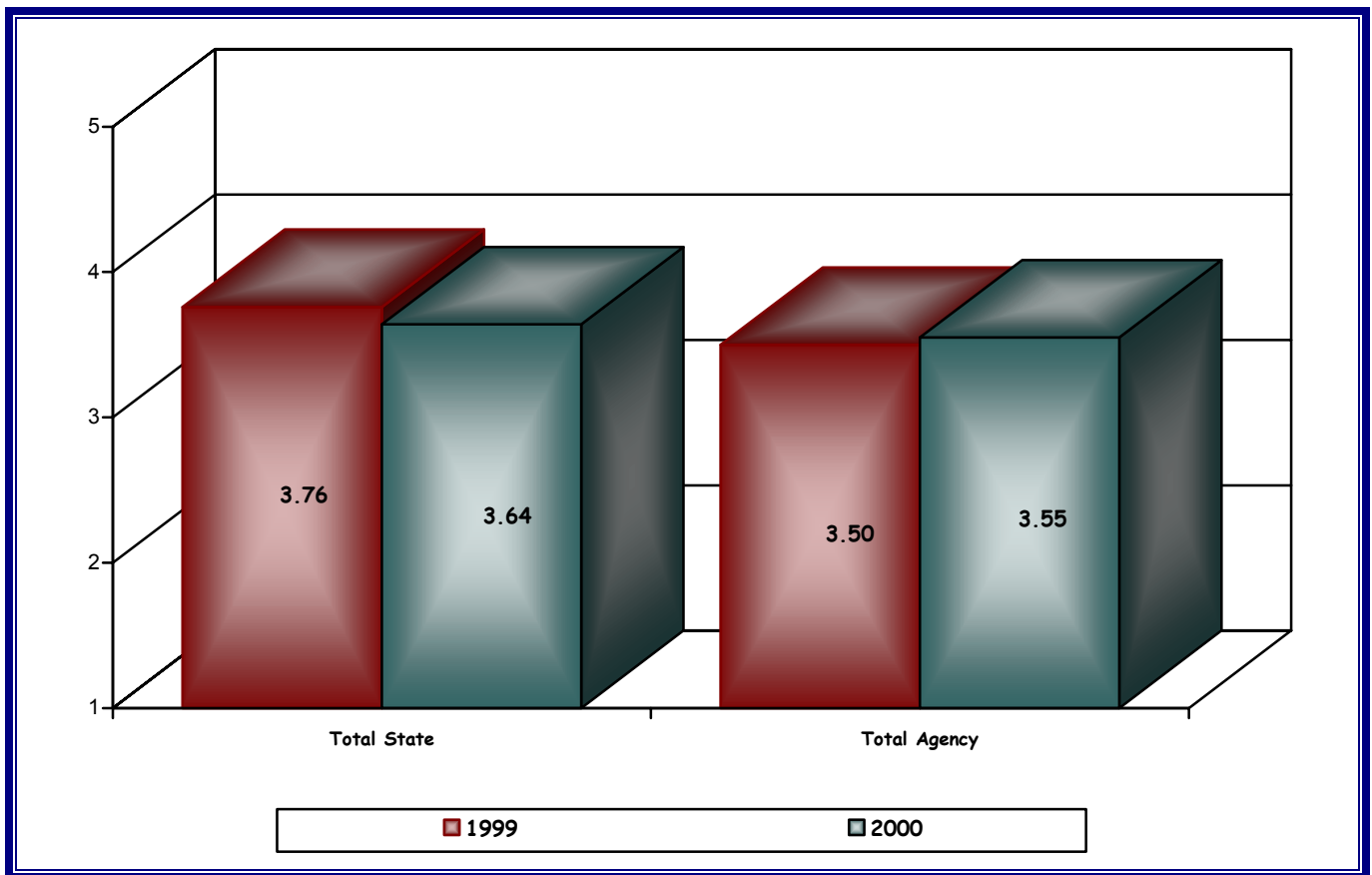


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 56.4% of the individuals served by the Comprehensive Psychiatric Services Inpatient Facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this agency who rated themselves as "satisfied" or "very satisfied" with services was slightly lower than the state average (52.2% for this agency versus 56.4% for the state).
- The Child/Adolescent group rated the program higher than other groups (80.0% with at least a "satisfied" or "very satisfied" rating).

Service Means Comparison of 1999 & 2000

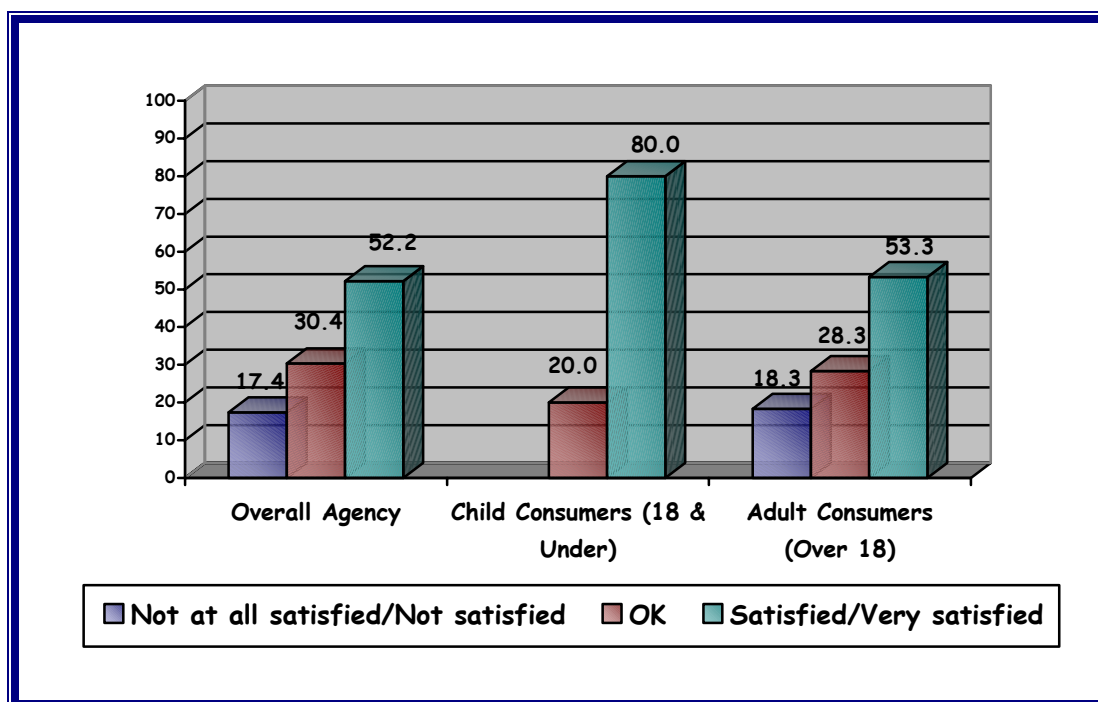


Comparison of 1999 & 2000 Mean Ratings

Some of the key findings were:

- The mean satisfaction with services rating for this agency was 3.50 in 1999 and 3.55 in 2000.
- The mean satisfaction with services rating for this agency increased in 2000.

Overall Satisfaction with Services Comparison of Adults & Children



	Total Agency Consumers	Child Consumers 18 & Under	Adult Consumers Over 18
Not at all satisfied/Not satisfied	17.4% (12)	0% (0)	18.3% (11)
OK	30.4% (21)	20.0% (1)	28.3% (17)
Satisfied/Very satisfied	52.2% (36)	80.0% (4)	53.3% (32)
Overall Mean Rating of Satisfaction with Services	3.55 (69)	4.20 (5)	3.57 (60)

The key finding was:

- For both the Overall Satisfaction with Services ratings and the Mean Satisfaction with Services ratings the adult consumers were less satisfied than the child consumers were.

Satisfaction with Services

How satisfied are you . . .	Total Consumers		Adult Long-term Care		Child/Adolescent Acute Care	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	3.68 (676)	3.77 (71)	3.46 (415)	3.71 (65)	4.22 (18)	4.50 (6)
that staff/treatment are helpful to you?	3.72 (678)	3.75 (71)	3.50 (420)	3.71 (65)	4.00 (18)	4.17 (6)
with how staff keep things about you and your life confidential?	3.74 (666)	3.60 (70)	3.47 (408)	3.52 (64)	4.06 (17)	4.50 (6)
that your treatment plan has what you want in it?	3.45 (666)	3.50 (70)	3.16 (408)	3.42 (64)	3.94 (18)	4.33 (6)
that your treatment plan is followed by those who assist you?	3.68 (665)	3.64 (70)	3.43 (409)	3.58 (64)	4.06 (18)	4.33 (6)
that the agency staff respect your ethnic and cultural background?	3.76 (659)	3.54 (70)	3.49 (413)	3.45 (65)	4.00 (17)	4.80 (5)
with the services that you receive?	3.64 (677)	3.55 (69)	3.34 (418)	3.50 (64)	4.18 (17)	4.20 (5)
that staff treats you with respect, courtesy, caring, and kindness?	3.67 (678)	3.59 (71)	3.42 (418)	3.49 (65)	4.28 (18)	4.67 (6)
that the environment is clean and comfortable?	3.76 (682)	3.86 (70)	3.53 (420)	3.78 (64)	4.33 (18)	4.67 (6)
that the meals are good, nutritious and sufficient amounts?	3.32 (678)	3.30 (70)	3.15 (418)	3.28 (64)	3.22 (18)	3.50 (6)
How safe do you feel...						
in this facility?	3.70 (688)	3.77 (70)	3.40 (419)	3.69 (64)	4.28 (18)	4.67 (6)

Some of the key findings were:

- The participants in the inpatient Comprehensive Psychiatric Services programs were less than satisfied with the services they received. All service ratings were below the mean rating of 4.00 ("satisfied"). The ratings of this agency ranged from 3.30 to 3.77.
- The highest rated items were with the staff who serve you and how safe do you feel in this facility (mean of 3.77).
- The lowest rated item was that the meals are good, nutritious, and sufficient amounts (mean of 3.30).

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.

